



CARF Accreditation

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Leslie Ellis-Lang, LMFT

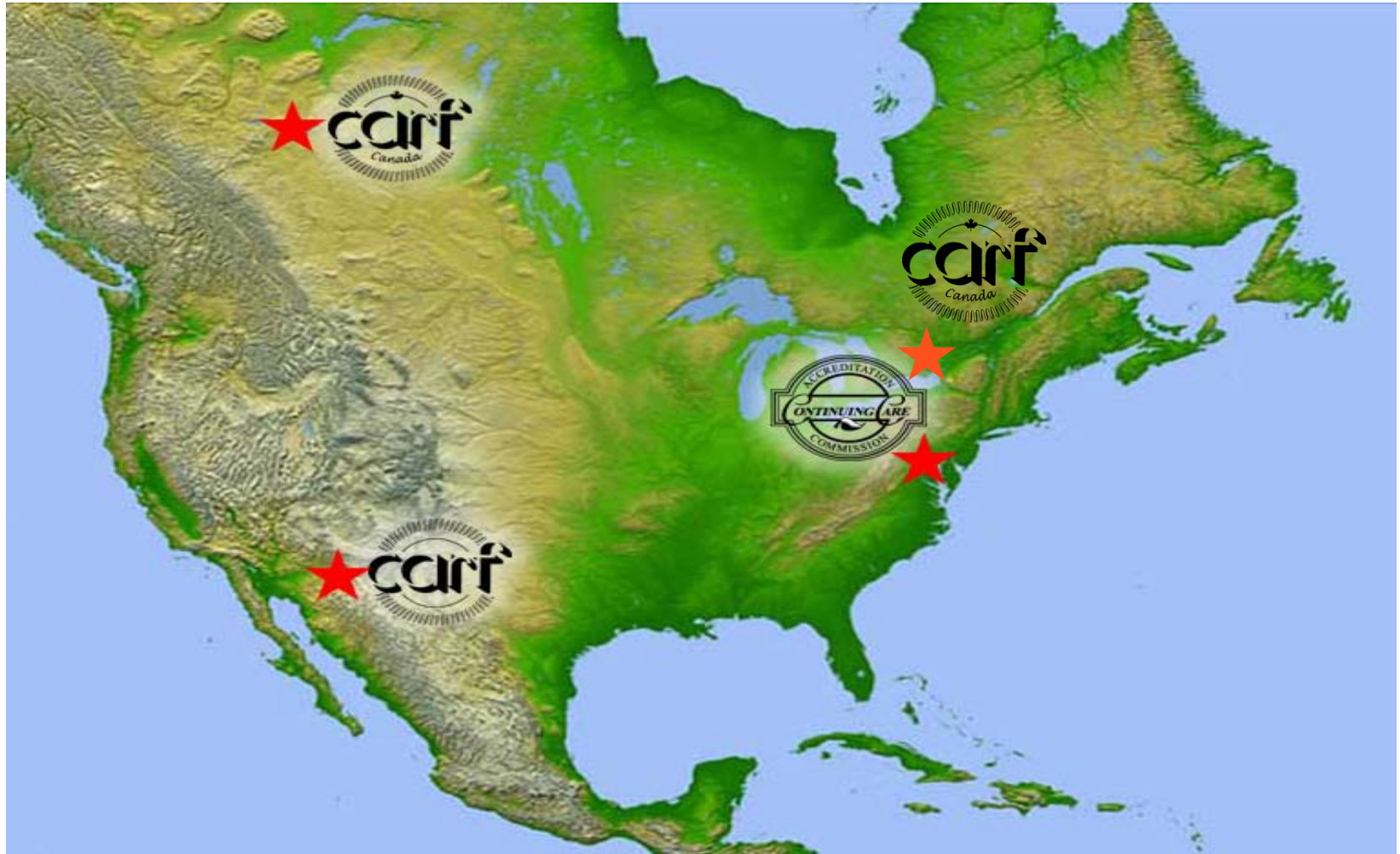
CARF's Mission is ...

To promote the quality, value and optimal outcomes of services, through a consultative accreditation process, that centers on enhancing the lives of the persons served.

CARF is.....

- An international accreditation and standard setting organization.
- Independent non-profit, organization established in 1966.
- Recognized in approximately 48 states under mandated or “deemed” status.
- Standards apply to small organizations in rural areas as well as large organizations in urban areas.
- 1400 volunteer (quasi) surveyors

CARF Offices



CARF Today

Experience by the Numbers

- Over **6,500** organizations throughout the United States, Canada, Europe, Asia, and South America have accredited programs. **446 in CA**
- Over **49,000** individual programs have CARF accreditation. **2698 in CA**
- Over **8.4** million people per year are served in CARF accredited programs. **18** countries on **5** continents.
30% Children and Youth
- CARF is recognized in approximately **48** states under mandated or “deemed” status in legislation/regulatory policy.

CARF Today in the US

State	Org	Prog	Loc	State	Org	Prog	Loc	State	Org	Prog	Loc	State	Org	Prog	Loc
AL	50	147	65	ID	19	183	53	MO	121	1609	698	PA	172	782	399
AK	17	124	61	IL	243	2631	1262	MT	16	211	86	PR	8	16	10
AZ	82	527	266	IN	174	1545	533	NE	51	341	145	RI	35	201	110
AR	64	1174	393	IA	118	1200	574	NV	21	54	32	SC	95	527	105
CA	446	2698	1115	KS	36	467	286	NH	16	57	35	SD	13	66	24
CO	32	121	59	KY	37	315	156	NJ	140	1064	543	TN	65	631	219
CT	76	645	359	LA	130	473	235	NM	62	327	171	TX	171	665	328
DE	30	159	79	ME	29	182	78	NY	109	772	414	VT	14	136	54
DC	13	40	16	MD	92	791	519	NC	753	4600	1934	UT	26	63	36
FL	239	2009	821	MA	150	1254	860	ND	10	28	15	VA	126	724	336
GA	174	1545	533	MI	413	4124	1886	OH	404	4194	1196	WA	146	923	275
GU	1	5	2	MN	96	1021	325	OK	287	1668	5557	WV	20	61	33
HI	38	334	205	MS	48	228	83	OR	39	158	94	WI WY	54 54	334 496	147 282

CARF Today in California



446* CARF Accredited Organizations
698 CARF Accredited Programs
1115 CARF Accredited Locations

Standards Manuals	#
AS/CCAC	32
BH / CYS	94
ECS	183
MED Rehab	46
OTP	86

California Mandate

Vocational Rehabilitation

CA Code Title 9, Div. 3 Chap 11 Sec 7331

Nonprofit rehab facilities offering work oriented services must be accredited by CARF in the primary program emphasis of the services (exception for facilities providing service primarily to the blind, deaf, or independent living centers).

CA Code Title 17, Div. 2 Chap 3 Sec 54310

Habilitation services providers (supported employment and work activity) must be accredited by CARF to be a state vendor of such services.

CARF Profile

Accredited Organizations

Private Nonprofit

Overall and BH/CYS

Average # of Persons Served Annually

Overall - 1076

BH/CYS – 1325

Average Operating Revenue

Overall – 6.8 M

BH/ CYS – 7.5 M

CARF Profile BH/CYS

Accredited Organizations

Organizational Size

- Medium 36%
(50-99 staff)
- Small 34%
(1-49 staff)
- Large 28%
(100+ staff)

# of Surveys	# of Surveyors	%
302	1	14 %
1322	2	63%
324	3	15%
94	4	5%
44	5	2%
12	6	10%
10	7	.5%
1	8	0%
1	9	0%
2	10	.1%

CARF Profile BH/CYS

Accredited Organizations

of Surveyor Days: Range 1-30

Average 2 days

of Sites per Survey: Range 1-106

Average 1

of Program Types per Survey: Range 1-38

Average 3.75

Specific Items to Address

Does accreditation improve the quality of care and services? How do you know?

YES; In many ways....

- CARF's RQI department collects data from every organization that engages in the accreditation process. At both the individual level as well as the aggregate of the organization's, the data indicates that organizations which continue to use the CARF process continually improve their services evidenced by increased conformance to the standards.

Programs Earning a 3 year Accreditation Perform at Higher Level

Quality Improvement A Global Approach through CARF Accreditation

8.3 million Persons Served in more than 6,000 CARF-accredited Organizations

Who Benefits From Accreditation



The standards address:

- Leadership/Administration
- Ethics
- Finance
- Human Resources
- Risk Management
- Environment/Safety
- Quality Improvement Processes
- Technology
- Outcomes
- Access to Services
- Consumer Rights
- Assessment
- Service Planning
- Transition/Discharge



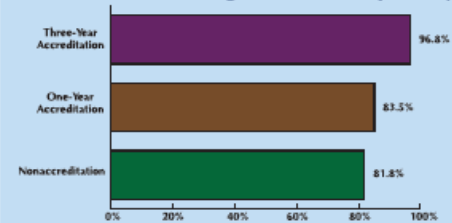
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Child and Youth Services Programs Include:

- Assessment and Referral
- Behavioral Consultation
- Case Management/Services Coordination
- Child/Youth Daycare
- Child/Youth Protection
- Community Housing and Shelters
- Congregate Care
- Counseling
- Crisis and Information Call Centers
- Crisis Intervention
- Day Treatment
- Early Childhood Development
- Family Preservation and Support
- Foster Family and Kinship Care
- Group Home Care
- Health Enhancement
- Home and Community Services
- Intensive Outpatient Treatment
- Legal Permanency/Adoption
- Prevention/Diversion
- Residential Treatment
- Respite
- Specialized or Treatment Foster Care
- Support and Facilitation
- Juvenile Justice
- Youth Transitioning to Adulthood



Standards Addressing Cultural Competency



125 organizations applied the CYS standards addressing cultural competency. Organizations earning a three-year accreditation performed better, on average, on these standards than organizations earning a one-year accreditation or nonaccreditation.

9,143 Accredited CYS Programs

Argentina	Bermuda	Canada
Denmark	England	Ireland
Israel	Netherlands	Northern Ireland
Portugal	Saudi Arabia	Scotland
Singapore	South Africa	Sweden
United States and Territories		

carf INTERNATIONAL

Specific Items to Address

Does accreditation improve the quality of care and services? How do you know?

- Insurance companies which base their premium rates on actuarial risk statistics know that nationally accredited organizations present less risk than not accredited providers and therefore tend to offer policies at lower rates.
- Testimonials of Persons Served



Specific Items to Address

Does accreditation improve the quality of care and services? How do you know?

- Various research studies have demonstrated a positive relationship between accreditation and the quality of care and services.
- Greenfield, D., Pawsey, M., & Braitwaite, J. (2008). *Examination of the relationships between accreditation and organizational and clinical performance: Research outputs to December 2008*. Sydney: Centre for Clinical Governance Research in Health.
- Al Tehewy, M., Salem, B., Habil, I., & El Okda, S. (2009). Evaluation of accreditations program in non-governmental organizations' health units in Egypt: Short-term outcomes. *International Journal for Quality in Health Care*, 21, 183-189.
- Baskind, R., Kordowicz, M., & Chaplin, R. (2010). How does an accreditation program drive improvement on acute mental health wards? An exploration of members views. *Journal of Mental Health*, 19, 405-411.

Specific Items to Address

Does accreditation improve the quality of care and services? How do you know?

- Pomey, M.-P., Lemieux-Charles, L., Champagne, F., Angus, D., Shabah, A., & Contandriopolos, A.-P. (2010). Does accreditation stimulate change? A study of the impact of the accreditation process on Canadian health care organizations. *Implementation Science*, 5, 31-44.
- Davis, M.V., Reed, J., Devlin, L.M., Michalak, C.L., Stevens, R., & Baker, E. (2007). The NC accreditation learning collaborative: Partners enhancing local health department accreditation. *Journal of Public Health Management and Practice*, 13, 422-426.
- Thornlow, D.K., & Merwin, E. (2009). Managing to improve quality: The relationship between accreditation standards, safety practices, and patient outcomes. *Health Care Management Review*, 34, 262-272.
- Joly, B., Polyak, G., Davis, Mary V., Brewster, J., Tremain, B., Raevsky, C., Beitsch, Leslie M. (2007) Linking Accreditation and Public Health Outcomes: A Logic Model Approach. *Public Health Management Practice*, 13(4), 349–356

Specific Items to Address

Of the agencies that begin the accreditation process, what % ultimately become accredited?

- Generally 90% of all organizations who begin the accreditation process become accredited.

The variables are:

- Original vs. re-survey
 - If re-survey, was it a 3 yr., 1 yr. provisional ?
- Voluntary vs. requirement

Specific Items to Address

What do you do if the an agency meets most of the standards but cannot meet all of them?

CARF does not expect an organization to meet every standard. If a standard is not met, it is an 'opportunity' for improvement. There is no set # of standards that must be met or formula that is used to determined if an organization is awarded an accreditation. The decision is made on balance, considering numerous variables involved.

Specific Items to Address

Do the review teams recommend and help agencies implement Best Practices, Evidence-Based Practices, Promising Practices, etc.?

A hallmark of the CARF process is the collaborative nature of the survey. Surveyors are trained to provide consultation; and are encouraged to assist programs improve their practices by sharing their own expertise as well as knowledge and observations gained from surveying other programs throughout the world.

Specific Items to Address

Is accreditation expensive? Can small agencies afford to do it?

Accreditation is not inexpensive. It is an investment.

The real question is:

CAN ANY AGENCY AFFORD NOT TO DO IT?

Is an electronic health record system expensive?

Can you afford not to do it?





Fee Structure

CARF Accreditation Fees - All Inclusive

- 2013 Standards Manual - \$167
- 2013 Intent to Survey
(application fee) - \$995
- 2013 Survey Fee - \$ 1525
(per surveyor per day)

Average Survey

2 surveyors
2 days

\$7095.*



No: Annual fees, Membership fees,
Additional travel fees

* \$ 2365. per yr

Accreditation is an Investment

What you put into it. . .

- Commitment of the organization
 - acceptance by leadership and staff
- Resources
 - human and financial
- Time and energy



Accreditation is a Worthwhile Investment

What you get out of it . . .

- Meaningful, streamlined processes that facilitate:
 - Achievement of optimal outcomes for persons served.
 - Increased communication, efficiency and effectiveness across the organization
 - Increased transparency and communication with consumers, funders, other community stakeholders

Specific Items to Address

What do you use as indicators of success in CARF? How do you know your accreditation is successful?

We go back to our mission; to improve the lives of persons served, and measure this by determining how many lives we impact through CARF accredited organizations; 8.4 million.

Additionally, we measure satisfaction, the satisfaction of all our stakeholders and require our accredited organizations to measure the satisfaction of the persons they provide services to.

Questions?

